

BILLINGS

Prior authorization checklist

Who it helps: People waiting on specialty medication approvals.

Summary: Documents, call cadence, and escalation points for authorization delays.

Not medical, legal, or financial advice. Use this as a practical checklist and a record-keeping tool.

Quick steps (today):

- Ask your prescriber: "Was the prior authorization submitted? On what date?"
- Ask your insurer/pharmacy benefit manager: "What is the status and the expected turnaround time?"
- Ask for the case/reference number and the exact missing items (if any).

Checklist:

- ☐ Confirm the medication/procedure name, dose, and diagnosis code match what was submitted.
- ☐ Ask whether it is standard or urgent review and what qualifies as urgent.
- ☐ If denied, request the denial reason in writing and the appeal process.
- ☐ If delayed, ask your prescriber about bridge samples, alternatives, or a temporary fill.

Notes:

Case/reference #: _____ Submitted date: _____

Insurer/PBM contact: _____

Next follow-up date: _____

Helpful links:

- 211 local services: <https://www.211.org>
- Patient Advocate Foundation: <https://www.patientadvocate.org>
- HealthCare.gov (Marketplace): <https://www.healthcare.gov>
- Medicaid: <https://www.medicaid.gov>
- Medicare cost help: <https://www.medicare.gov/basics/costs/help>